

**PATENT**

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

APPLICANT : PFIFFNER, Kimberly Ann et al.  
SERIAL NO : 09/918,091  
FILED : July 30, 2001  
TITLE : METHOD, SYSTEM AND APPARATUS FOR ENTERPRISE  
CUSTOMER CONTACT MANAGEMENT

Grp./A.U. : 3628  
Examiner : LIVERSEDGE, Jennifer L.  
Conf. No. : 2045  
Docket No. : P04763US00 CC CENTRAL

**AMENDMENT**

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action dated October 3, 2006, kindly enter the following  
amendments and consider the following remarks.

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**CERTIFICATE OF MAILING/TRANSMISSION (37 CFR 1.8(a))**

I hereby certify that this correspondence is, on the date shown below, being:

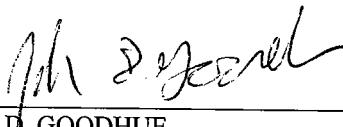
**MAILING**

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Date: April 3, 2007

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JOHN D. GOODHUE